Governor's Office

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	**Top Number - Total Incidents** **Bottom Number - First Contact Resolution**	
	Low	**FCR Total**
Governor's Office	30 19	30 19
Customer Company Total	30 19	30 19

Governor's Office

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	MIR Total
Governor's Office	30 2	30 2
Customer Company Total	30 2	30 2

Governor's Office

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

	Top Number - Total Incidents **Bottom Number -Average time in hours**	
Customer Company	**Low**	**ATTIR Total**
Governor's Office	30 0.44	30 0.44
Customer Company Total	30 0.44	30 0.44

Governor's Office

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

	Top Number - Total Incidents	
	Bottom Number - Missed Resolution	
Customer Company	**Low**	**MR Total**
Governor's Office	30 2	30 2
Customer Company Total	30 2	30 2

As of **9/6/2011**

Governor's Office

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

	Top Number - Total Incidents	
	Bottom Number - Average time in hours	
Customer Company	**Low**	**ATTR Total**
Governor's Office	30	30
	1.63	1.63
Customer Company Total	30	30
	1.63	1.63

Governor's Office

Detail

INC000000345306	Kamron Dalton	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR:	0.59
Capitol Desktop Support	Michael Hussey	Governor's Office	Low	Closed	TTR Missed: No	TTR:	5.57
INC000000349485	Christine Osborne	Application	Error	None	TIR Missed: Yes	TIR:	1.31
Metro B Desktop Support	Tom Hanson	Governor's Office	Low	Closed	TTR Missed: Yes	TTR:	18.93
INC000000356294	Samantha Julian	Application	Password	None	TIR Missed: No	TIR:	0.50
Security	Sharon Smith	Governor's Office	Low	Closed	TTR Missed: No	TTR:	2.53
INC000000356319	Deborah Boren	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.83
Metro B Desktop Support	Anthony Booyse	Governor's Office	Low	Closed	TTR Missed: No	TTR:	2.82
INC000000359495	Jacey Skinner	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro D Help Desk	John Robinson	Governor's Office	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000359559	Jacey Skinner	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro D Help Desk	Doug Brown	Governor's Office	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362878	Connie Wettlaufer	EIS Hardware	Printer	None	TIR Missed: No	TIR:	0.29
Strategic Communications	Luis Larios	Governor's Office	Low	Closed	TTR Missed: No	TTR:	4.53
INC000000363051	Mary Lou Emerson	Storage	None	None	TIR Missed: Yes	TIR:	7.52
Capitol Desktop Support	Michael Hussey	Governor's Office	Low	Closed	TTR Missed: Yes	TTR:	7.52
INC000000363144	Gerardo Zepeda-Bermude	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gary Graham	Governor's Office	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000363395	Jackie Jameson	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.08
Application Services	Tony Larsen	Governor's Office	Low	Closed	TTR Missed: No	TTR:	3.58
INC000000364827	Colene Tucker	None	None	None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000364830	Colene Tucker	None	None	None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000364843	Jo Lynn Kruse	None	None	None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000364921	Liz Cordova	None	None	None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000364926	Cuong Nguyen	None	None	None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000364928	Doreen Weyland	None	None	None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	TTR:	0.00

Governor's Office

INC000000365553	Lee Wyckoff	Mobile Devices	None	iPhone		TIR Missed: No	TIR:	0.69
Application Services		Dustin Crump	Governor's Office	Low	Closed	TTR Missed: No	TTR:	0.97
INC000000365982	Cheralyn Anderson	None	None	Microsoft Excel		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Gary Graham	Governor's Office	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000366577	Brandon Malman	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Val Shepherd	Governor's Office	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000366718	Brandon Malman	None	None	Novell GroupWise		TIR Missed: No	TIR:	0.68
Application Services		Tony Larsen	Governor's Office	Low	Closed	TTR Missed: No	TTR:	0.68
INC000000369800	Samantha Julian	PC/Laptop	None	None		TIR Missed: No	TIR:	0.41
Metro B Desktop Support		Bill Crowther	Governor's Office	Low	Resolved	TTR Missed: No	TTR:	1.54
INC000000369873	Jackie Jameson	Application	Password	Fleet Focus		TIR Missed: No	TIR:	0.16
Fleet Administration		Amanda Ronan	Governor's Office	Low	Resolved	TTR Missed: No	TTR:	0.18
INC000000370516	Connie Wettlaufer	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support		Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000370685	Jo Lynn Kruse	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support		Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000370688	Connie Wettlaufer	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support		Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000370693	Connie Wettlaufer	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support		Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000370855	Patsy Buchi	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support		Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000371642	Fran Fish	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support		Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000371998	Aaron Phipps	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support		Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000372960	Chris Tallackson	Application	None	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Governor's Office	Low	Resolved	TTR Missed: No	TTR:	0.02